



Health & Safety e-Learning brochure

All courses can be purchased for immediate access from our online shop
shop.firstresponsetraining.com

Accredited e-Learning designed by curriculum experts and mapped to national standards, all on a sleek, user-friendly and fully customisable LMS.

Health & Safety

Working at Heights
Asbestos Awareness
DSE Assessment
COVID-19 Infection Control
Conflict Resolution & Personal Safety
General Data Protection Regulation
Handling Hazardous Substances
Managing Personal Stress
Manual Handling
First Aid Principles
Role of a Fire Marshal
Health & Safety Essentials
Food Safety Principles

Business Skills

Action planning
Active listening
Activity flow charts
Affinity diagrams
Analysis of variance
Reading body language as a sales tool
Body language for facilitators
Brainstorming
Building high performance teams
Building your personal brand
Coaching skills
Communication skills
Conflict resolution
Creative thinking
Effective meetings
Emotional intelligence
Essential problem solving
Giving and receiving feedback
Influencing skills
Interviewing skills
Kaizen introduction
Negotiation skills
Networking for success
Presentation skills
Pressure management
Prioritization and problem solving
Process mapping
Self-esteem and assertiveness
Stress management
Visual management

Health & Social Care

The Care Certificate
Principles of Moving & Assisting
Safe Handling of Medication
Dementia Awareness
Infection Control
Food Safety Principles
Safeguarding Adults
Dysphagia Awareness
Epilepsy & Emergency Medication
Equality, Diversity & Inclusion
COVID-19 Infection Control
Infection Prevention & Control

Hospitality

Wine and Champagne
Restaurant service
Cleaning
Cleaning bathrooms
Housekeeping
Making beds
Presentation
Allergy and special diets
Disability and culture aware
Disability aware
COSHH & manual handling
Creating a positive customer environment
Fire aware
Food and drink safety
Service – boxing a table
Service – buffet service
Service – carrying & clearing plates
Service – general preparation
Service – laying tables
Service – napkin folding
Silver service technique
Handling customer problems positively
Handling glassware
Handling glassware in the bar
Licensing awareness
Menu knowledge
Prepare and close a bar
Prepare and serve drinks
Presenting menus and taking orders
Safety aware for hotel staff
Serving beer
Taking wine orders
Understanding customer needs
Using positive selling skills
Working with allergens

Project Management

PRINCE2® Agile Project Management

Introduction
Foundation
Foundation + official exam
Foundation and practitioner
Foundation and practitioner + exam

PRINCE2® Project Management

Introduction 6th Edition
Foundation 6th Edition
Foundation 6th Edition + exam
Foundation and practitioner 6th Edition
Foundation and practitioner 6th Edition + exam

MSP® Programme Management

Introduction
Foundation
Foundation + exam
Foundation and practitioner
Foundation and practitioner + exam

AgilePM® Passport

Introduction
Foundation
Foundation and practitioner

MS Office & I.T

Word 2019

Level 1 - Introduction & basics
Level 2 - Importing, navigation and formatting
Level 3 - Paragraphs and page layout
Level 4 - Managing documents
Level 5 - Objects and printing
Level 6 - Tables and references

Excel 2019

Level 1 - Introduction and basics
Level 2 - Cells and worksheets
Level 3 - Views and layout
Level 4 - Formatting and proofing
Level 5 - Formulas and functions
Level 6 - Presenting data visually
Level 7 - Sharing and validating data
Expert - Adv. charting and data analysis
Expert - Adv. formulas, macros and external data
Expert - Adv. functions, consolidating and auditing

Outlook 2019

Level 1 - Introduction and basics
Level 2 - Messages and formatting
Level 3 - Managing messages and contacts
Level 4 - Calendar and other folders
Level 5 - Auto features and searching

PowerPoint 2019

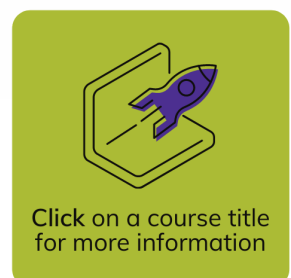
Level 1 - Introduction and basics
Level 2 - Creating presentations
Level 3 - Slide content
Level 4 - Graphics and multimedia
Level 5 - Charts and animations
Level 6 - Reviewing and presenting



Our suite of **Health & Safety** courses are all ideal for staff inductions and competency updates. We are an accredited centre for professional health and safety bodies such as IOSH and HABC and have been delivering first aid training in-line with Health and Safety Executive (HSE) guidelines for two decades. All training is mapped to national occupational standards and relevant legislation by our in-house Curriculum Team.

Courses:

Working at Heights
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Conflict Resolution & Personal Safety
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Working at Heights

Seat time: 1/2 hours

Course aim: To recognise the principles of safe working at height and the importance of risk assessment prior to any working at height activity

Objectives:

- Understand the Working at Height Regulations 2005
- Describe your responsibilities
- Know the risks of working at height
- Understand how to work safely on ladders and step-ladders

Cost: £14.95



Asbestos Awareness

Seat time: 1/2 hours

Course aim: To provide background information on the hazards from asbestos, the diseases which can result from exposure to it, and how the law has addressed this hazard.

Objectives:

- Be able to explain what asbestos is and its uses
- Know how to avoid risks from ACMs
- Understand what processes release fibres and how the law has been applied to the risk from ACMs
- Explain why ACMs are harmful and what diseases it can cause
- Understand what to do if you have unintentionally come into contact with ACMs

Cost: £14.95



DSE Assessment

Seat time: 1/2 hours

Course aim: To enable delegates to identify risks by carrying out DSE workstation assessments and ensure that the remedial actions are initiated in line with relevant legislation.

Objectives:

- Explain the main requirements of current DSE legislation
- Identify hazards from working with DSE
- Conduct a DSE risk assessment
- Identify and initiate implementation of control measures
- Record and review the risk assessment process

Cost: £14.95



COVID-19 Infection prevention, identification and control

Seat time: 1/2 hours

Course aim: The Coronavirus (COVID-19): Infection prevention, identification and control course provides workers with information in order to minimise, prevent and control the spread of infection.

Objectives:

- Understand what Coronavirus (COVID-19) is
- List the signs and symptoms
- List who is at risk of infection
- General advice for COVID-19 / safe practice
- Understand the chain of infection
- Understand measures for preventing and limiting the spread
- Demonstrate effective hand hygiene
- Demonstrate effective use of disinfectant hand rubs
- Understand appropriate PPE
- Understand appropriate waste segregation

Cost: £14.95



Conflict Resolution & Personal Safety

Seat time: 1/2 hours

Course aim: To provide delegates with the knowledge to deal with conflict in the workplace and manage their own personal safety.

Objectives:

- Understand the terminology used in conflict resolution
- Understand the laws that apply to both employers and employees
- Understand the concepts of a safe working environment and how the risk of conflict can be assessed
- Understand the use of appropriate methods to de-escalate a confrontational situation
- Understand the importance of personal safety.

Cost: £14.95



General Data Protection Regulation (GDPR)

Seat time: 1/2 hours

Course aim: To provide learners with a general understanding and awareness of the new General Data Protection Regulation (GDPR)

Objectives:

- Understand the General Data Protection Regulation (GDPR)
- Outline the 6 data protection principles
- Understand the special categories of personal data
- Understand the main responsibilities of organisations under the GDPR
- Explain what Data Protection Impact assessments are
- Understand rules for data breach reporting and transferring personal data outside of the EU

Cost: £14.95



Handling Hazardous Substances (COSHH)

Seat time: 1/2 hours

Course aim: To provide an understanding of substances hazardous to health and how they should be used safely

Objectives:

- Define 'substance hazardous to health'
- Identify the main legislation relevant to COSHH
- Identify common hazardous substances
- Describe ways that hazardous substances enter the body
- List safe practices for handling hazardous substances

Cost: £14.95



Managing Personal Stress

Seat time: 1/2 hours

Course aim: To raise awareness of the effects of stress and to introduce techniques that can be used to manage stress

Objectives:

- Understand the relationship between pressure and stress
- List the effects of stress
- Identify the causes of stress
- Describe ways of managing stress

Cost: £14.95



Manual Handling

Seat time: 1/2 hours

Course aim: To recognise the principles of safe moving and handling and the importance of risk assessment prior to any moving and handling task

Objectives:

- To understand basic anatomy and physiology of the spine
- To know the main legislation relating to manual handling
- To demonstrate practically the the principles of safe manual handling
- Explain common manual handling related injuries
- Demonstrate safe lifting principles

Cost: £14.95



First Aid Principles

Seat time: 2/3 hours

Course aim: To provide learners with the knowledge and expertise in the principles of emergency first aid

Objectives:

- Describe your actions in an emergency
- Demonstrate adult resuscitation including use of AED
- Explain the management of adult choking
- Demonstrate the management of the unresponsive casualty
- Describe how to recognise and treat bleeding and shock
- Explain the treatment of heart attacks, seizures, burns and scalds

Cost: £14.95



Role of a Fire Marshal

Seat time: 1/2 hours

Course aim: To provide knowledge and skills required to be a competent Fire Marshal

Objectives:

- List the reasons for fire safety legislation
- Explain the principles of fire science
- Describe how to conduct a risk assessment
- Describe the different methods of evacuation
- Identify fire safety equipment in the workplace
- Describe how fire safety issues should be managed in the workplace

Cost: £14.95



Health & Safety Essentials

Seat time: 1/2 hours

Course aim: This course provides learners with an awareness of Health and Safety to help them stay safe in the workplace.

Objectives:

- Identify relevant health and safety legislation
- Understand the controls of substances hazardous to health
- Describe hazards and risks within the workplace
- Identify principles of good fire safety management
- Describe your action in the event of a fire
- Understand how to identify and help control the risks from common workplace hazards

Cost: £14.95



Food Safety Principles

Seat time: 1/2 hours

Course aim: To be able to prepare and handle food safely

Objectives:

- Understand the importance of food safety legislation
- List the hazards associated with food hygiene
- Explain how control measures and monitoring can prevent food poisoning
- List the type of pests linked to food hygiene
- Explain the stages of Hazard Analysis Critical Control Points

Cost: £14.95